

Eugene Police Department Commendations

April 2019



The Eugene Police Department received 21 commendations from citizens in April, 2019. Below is a sample of those commendations.

- A citizen commended an officer for their professionalism and excellent customer service that was displayed while taking a theft report from the citizen recently. The citizen was very impressed with the interaction and stated that the officer was "amazing".
- A citizen commended the Eugene Police Department for their efforts in dealing with numerous issues that the citizen has reported taking place in their neighborhood over the years. The issues have ranged from illegal camping, identified drug usage and syringes that have been found in the area. The citizen commented, "They've done a really good job!"
- Officers were commended by a citizen for their efforts recently in clearing out illegal campers near the citizen's home. The citizen commented, "Everything was a success. It was all very peaceful. It was wonderful!"
- A citizen commended officers for their professionalism when they found themselves in a difficult scenario due to a family member experiencing a mental breakdown. This situation led to a noise disturbance within the citizen's neighborhood. The citizen commented, "I am so impressed with the officers who responded. They were professional, helpful, and were able to help calm and resolve the situation. I can't tell you how grateful I am for their assistance."
- A call taker was commended by a citizen for the exceptional service they were provided recently. The citizen's spouse was having difficulty breathing and had become unresponsive when the citizen called for assistance. The citizen commented, "I wanted to thank the men and women that helped save my husband. The wonderful dispatcher stayed on the line and helped me stay calm. Our family is so grateful, and my husband has said many times in the past few days that he is extremely grateful to all of you!"
- Officers were commended by a citizen for the compassion and understanding displayed during a response to the citizen's home, where the citizen was experiencing a mental breakdown due the recent loss of a family member. The citizen commented, "I appreciate the two officers who came over this morning to talk with me. You guys are so professional. I love how they

heard me out and genuinely respected what I'm going through. Thank you EPD."

- A citizen commended a call taker for their calm demeanor during a non-emergency event that was reported. The citizen had called in with concerns about the possibility of an electrical fire in their home due to accidentally damaging a wall outlet. The call taker was able to provide the citizen with options to help resolve the issue. The citizen commented, "She was so patient, so wonderful!"
- Officers were commended by a citizen for their tenacious response to a recent vehicle break-in that took place in the citizen's neighborhood. The citizen commented, "I got called from about three to four neighbors that just wanted to say, 'Thank You' for the time, the effort and the response."
- A citizen commended an officer for their "kindness and compassion" when the citizen and their spouse had recently been pulled over for speeding. When the citizen and their spouse were stopped, they were in a rush to get to the veterinarian's office, due to their pet having a medical emergency. The officer identified the situation and didn't want to further delay the couple. They were given a warning for the infraction. The couple was able to make it to the vet's office in time and their pet was successfully treated. The citizen commented, "I just

wanted thank him. We are forever grateful for that."

- A citizen shared a positive experience they recently had when placing a call for service regarding a suicidal subject. The citizen stated that the call taker was very "calm and reassuring" and "did a good job getting all the information" that the responding officers were going to need upon their arrival. The citizen further stated how impressed they were with the dispatcher's "professionalism" during the call.
- Officers were commended by a citizen for their courtesy in changing a flat tire on their spouse's vehicle. The citizen commented, "She called me for help, but by the time I got there, you had the tire changed. Thanks again for your courteousness and assistance!"
- A citizen commended officers for their promptness and professionalism when a neighbor reported an intruder located in the citizen's home during the middle of the night. The citizen commented, "From what I understand, you all arrived within 5 minutes of receiving a call from our neighbors. We are still very shaken by the idea that someone was in our house and saw us sleeping. Knowing, however, that you all were able to respond so swiftly certainly puts our minds at ease as we continue living at that location. You and your partner were professional, friendly, and direct."